

Carteret County Schools 500 Cabling 2016-2017 - #72161



Summary

Associated FRNs

News

Related Actions

Attachment B
Form 500 #72161

In-Review

Outreach

Wave Ready

Committed

Funding Commitment Adjustment Request Form**✓ FCC Form 500 Details**

View Status (+)

Funding Year 2016**Submitting Organization** CARTERET COUNTY SCHOOL DIST (BEN: 127022)**Created By** Wes Rinehart**Created On** 9/29/2017 5:25 PM EDT**✓ Main Contact****Name** wes.rinehart@carteretk12.org**Email** wes.rinehart@carteretk12.org**Phone Number** N/A**✓ Service Delivery Extension Request**

FRN	Application Number	Application Nickname	FRN Nickname	Category of Service	SPIN	SPIN Name
1699103660	161046170	Carteret County Schools 471 Cabling 2016-2017	BLC Cabling	Category 2	143037152	Encore Technology Group LLC
1699103696	161046170	Carteret County Schools 471 Cabling 2016-2017	ECHS Cabling	Category 2	143037152	Encore Technology Group LLC
1699103751	161046170	Carteret County Schools 471 Cabling 2016-2017	NES Cabling	Category 2	143037152	Encore Technology Group LLC
1699103772	161046170	Carteret County Schools 471 Cabling 2016-2017	WCHS Cabling	Category 2	143037152	Encore Technology Group LLC
1699103779	161046170	Carteret County Schools 471 Cabling 2016-2017	WOES Cabling	Category 2	143037152	Encore Technology Group LLC

5 items

✓ Service Provider Questions

Was the service provider unable to complete delivery and installation for reasons beyond their control?

YES✓

NO

Was the service provider unwilling to complete delivery and installation after USAC withheld payment for more than 60 days on an invoice for those services?

YES

NO✓



E-Rate Productivity Center Revised Funding Commitment Decision Letter for 127022 - CARTERET COUNTY SCHOOL DIST

Thank you for participating in the Schools and Libraries Program for Funding Year 2016. This letter is your notification that we have completed our review of the post-commitment requests submitted by you or your service provider, which can include appeals, service substitutions, SPIN changes, FCC Form 486 reviews, and/or FCC Form 500 reviews.

There are two files attached to this notification, both of which provide important information. The Excel file provides the funding decision for each FRN included in your post-commitment requests, and lists any changes USAC made to the FRNs. The second file contains information about your appeals rights, and other important program reminders. An explanation of the fields in the RFCDL is available in the EPC section of our website.

NEXT STEPS

- If you disagree with USAC's decision, review the attached pdf to determine how to appeal.
- If the FCC Form 486 has not already [...More](#)



[RFCDL Supplement](#)
PDF 153 KB

1 attachment not available

Attachment C
News Feed Dated
6-12-18 showing
RFCDL date
3-28-18

#127022 - CARTERET C...

Jun 12, 2018 ☆ 🔒 [Comment](#) [Hide Info](#) ▲

Request Number 72161

Billed Entity Number 127022

Billed Entity Name CARTERET COUNTY SCHOOL DIST

Billed Entity FCC RN 0011833068

Applicant's Form Identifier CARTERET COUNTY SCHOOL DIST

RFCDL Date Mar 28, 2018

Approved Amount \$0.00

Welcome to the new EPC system, more functionality will be rolling out soon!

Notifications

Notification Type Revised Funding Commitment Decision Letter











Funding Year 2016

Status  All

☐ Generated

☐ Not Generated

Attachment C-1
RFCDL Report from
EPC System

	Notification	Description	Issued Date	Generated By	Generated On	
	Revised Funding Commitment Decision Letter	SAMPSON COUNTY SCHOOL DISTRICT - Wave - 46	4/30/2018	EPC System	4/30/2018 9:53 AM EDT	View Notification
	Revised Funding Commitment Decision Letter	ALAMANCE-BURLINGTON SCHOOL DISTRICT - Wave - 46	4/30/2018	EPC System	4/30/2018 9:52 AM EDT	View Notification
	Revised Funding Commitment Decision Letter	WILSON COUNTY SCHOOL DISTRICT- Wave - 45	4/17/2018			Not Generated
	Revised Funding Commitment Decision Letter	GUILFORD COUNTY SCHOOL DIST- Wave - 44	4/11/2018	clenhardt@erateelite.com	4/11/2018 3:31 PM EDT	View Notification
	Revised Funding Commitment Decision Letter	UNION COUNTY PUBLIC SCHOOLS- Wave - 43	4/4/2018	regina.coble@ucps.k12.nc.us	4/4/2018 10:57 AM EDT	View Notification
	Revised Funding Commitment Decision Letter	UNION COUNTY PUBLIC SCHOOLS- Wave - 43	4/4/2018	regina.coble@ucps.k12.nc.us	4/4/2018 10:51 AM EDT	View Notification
	Revised Funding Commitment Decision Letter	CARTERET COUNTY SCHOOL DIST- Wave - 42	3/28/2018	wes.rinehart@carteretk12.org	6/12/2018 8:20 AM EDT	View Notification
	Revised Funding Commitment Decision Letter	PAMLICO COUNTY SCHOOL DISTRICT- Wave - 41	3/24/2018			Not Generated
	Revised Funding Commitment Decision Letter	Bladen County School District- Wave - 41	3/24/2018	jbatkinson@bladen.k12.nc.us	3/26/2018 9:42 AM EDT	View Notification
	Revised Funding Commitment Decision Letter	CENTRAL PARK SCHOOL FOR CHILDREN- Wave - 41	3/24/2018	jhughes@newhopetech.org	3/27/2018 10:37 AM EDT	View Notification

Issue date is 3/28/18 but Generated on 6/12/18

Carteret County Schools 500 Cabling 2016-2017 - #72161



Summary

Associated FRNs

News

Related Actions

Attachment D
Form 500 Status in
EPC

In-Review

Outreach

Wave Ready

Committed

Funding Commitment Adjustment Request Form

FCC Form 500 Details

View Status (-)

Status USAC issued a revised funding decision on 03/28/2018. Check your Newsfeed for the decision.**Funding Year** 2016**Submitting Organization** CARTERET COUNTY SCHOOL DIST (BEN: 127022)**Created By** Wes Rinehart**Created On** 9/29/2017 5:25 PM EDT

Main Contact

Name wes.rinehart@carteretk12.org**Email** wes.rinehart@carteretk12.org**Phone Number** N/A

Service Delivery Extension Request

FRN	Application Number	Application Nickname	FRN Nickname	Category of Service	SPIN	SPIN Name
1699103660	161046170	Carteret County Schools 471 Cabling 2016-2017	BLC Cabling	Category 2	143037152	Encore Technology Group LLC
1699103696	161046170	Carteret County Schools 471 Cabling 2016-2017	ECHS Cabling	Category 2	143037152	Encore Technology Group LLC
1699103751	161046170	Carteret County Schools 471 Cabling 2016-2017	NES Cabling	Category 2	143037152	Encore Technology Group LLC
1699103772	161046170	Carteret County Schools 471 Cabling 2016-2017	WCHS Cabling	Category 2	143037152	Encore Technology Group LLC
1699103779	161046170	Carteret County Schools 471 Cabling 2016-2017	WOES Cabling	Category 2	143037152	Encore Technology Group LLC

5 items

Service Provider Questions

Was the service provider unable to complete delivery and installation for reasons beyond their control?

YES✓

NO

Was the service provider unwilling to complete delivery and installation after USAC withheld payment for more than 60 days on an invoice for those services?

YES

NO✓

Subject: RE: Requesting Assistance for NC BEN 127022 Carteret County Schools
Date: Tuesday, June 12, 2018 at 5:56:30 PM Eastern Daylight Time
From: Jennifer Hung <Jennifer.Hung@usac.org>
To: Rebecca Martin <Rebecca.Martin@dpi.nc.gov>

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to [Report Spam](#).

Hi Rebecca,

Thank you for the information but can you please contact CSB to open a case and provide the case number to me, if you have not already done so? I will make sure the case will be addressed by the responsible party and provide further assistance!

Best,

Jennifer

Jennifer Hung

Senior Program Analyst | Schools and Libraries
USAC
(202) 772-4524 (ph)
Jennifer.Hung@usac.org | www.usac.org



**Attachment E
Email to Jennifer Hung**

From: Rebecca Martin [mailto:Rebecca.Martin@dpi.nc.gov]
Sent: Tuesday, June 12, 2018 11:05 AM
To: Jennifer Hung
Subject: Requesting Assistance for NC BEN 127022 Carteret County Schools

Hi Jennifer:

Our Lead E-rate Coordinator, Jeannene Hurley, reached out earlier today regarding this issue. Here are the issues and hopefully you will be able to advise me as to how to correct this situation.

Carteret County Schools, BEN 127022
2016 Category 2 Application: 161046170
5 FRNs on this application for cabling which Carteret requested a service delivery extension for.
The vendor was not able to complete the work within the original time frame due to no



Summary

News

Related Actions

Case Details

Topic FCC Form 500 - Service Delivery Extension

Status Closed

Priority High

Inquiry Type Web

Form Type FCC Form 500**Form Number** 72161**Created By** Rebecca Martin**Created On** 6/12/2018 11:31 AM EDTAttachment E-1
CSB Case

Case Description

Description Carteret County Schools, BEN 127022, Application # 161046170, filed Form 500 for 5 FRNs for cabling. The vendor was unable to schedule the installation within the original service delivery date, so an extension was requested. In today's "News" feed (6/12/18), there was a notice of RFCDL, stating 2 attachments were with the notice, yet only one attachment is available. That attachment is the RFCDL notice and is not dated. There is no other attachment. The applicant did not receive any outreach, nor notification for the Form 500 request. The vendor notified the applicant when the invoice payment was denied. The issue is that the notification of the denial is today, June 12, 2018 but the information contained on the news item as "other information" shows a denial date of 3/28/18. Carteret County Schools intends to appeal the denial but the denial date is beyond the 60 day window, yet the notification appeared in the NewsFeed today, 6/12/18.

Case Artifacts

Documents

Name	Uploaded By	Upload Date
Screen Shot 2018-06-12 at 10.52.23 AM	Rebecca Martin	6/12/18 11:31 AM

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
USAC	Hello, Please file the Appeal although the denial date is beyond the 60 day window and the notification appeared in the News Feed on 6/12/18. We greatly appreciate your patience while we work through this backlog. This case will now close since a status has been identified. Thank you.	7/16/2018 11:54 AM EDT
USAC	Good Afternoon, Your case has been escalated to Customer Service Management. We appreciate your patience while we investigate this case. We will update you as soon as we identify a solution. Thank you.	7/5/2018 2:03 PM EDT

Case Contact

Case Contact Rebecca Martin



In-Review

Outreach

Committed

[View Status \(+\)](#)

Submitting Organization CARTERET COUNTY SCHOOL DIST (BEN: 127022)

Created On 7/24/2018 9:36 AM EDT

Name wes.rinehart@carteretk12.org

Email wes.rinehart@carteretk12.org

Phone Number N/A

Carteret County Schools, BEN 127022, Application # 161046170, filed Form 500 for 5 FRNs for cabling. The vendor was unable to schedule the installation within the original service delivery date, so an extension was requested. In today's "News" feed (6/12/18), there was a notice of RFCDL, stating 2 attachments were with the notice, yet only one attachment is available. That attachment is the RFCDL notice and is not dated. There is no other attachment. The applicant did not receive any outreach, nor notification for the Form 500 request. The vendor notified the applicant when the invoice payment was denied. The issue is that the notification of the denial is today, June 12, 2018 but the information contained on the news item as "other information" shows a denial date of 3/28/18. Carteret County Schools intends to appeal the denial but the denial date is beyond the 60 day window, yet the notification appeared in the NewsFeed today, 6/12/18.

Case #239628 was filed 6/12/18 and as instructed by Client Service Bureau, we were instructed to file an appeal. (See Case number referenced above)

Supporting documentation:
Newsfeed RFCDL dated 6/12/18

Decision appealed by applicant Revised Funding Commitment Decision Letter


If you wish to modify or cancel your appeal, or, if you have any questions about your appeal, please contact the E-rate Program's Client Service Bureau (CSB) at (888) 203-8100.

Revised Funding Commitment Decision Letter

Funding Year 2016

Contact Information:

Wes Rinehart
CARTERET COUNTY SCHOOL DIST
107 SAFRIT DR
BEAUFORT, NC 28516
wes.rinehart@carteretk12.org

BEN: 127022**Post Commitment Wave: 61**

**Attachment G-1
RFCDL Notice
Denial**

Totals

Original Commitment Amount	\$200,234.70
Revised Commitment Amount	\$200,234.70

What is in this letter?

Thank you for submitting your post-commitment request for Funding Year 2016 Schools and Libraries Program (E-rate) funding. Attached to this letter, you will find the revised funding statuses and/or post commitment changes to the original Funding Commitment Decision Letter (FCDL) you received. Below are the changes that were made:

- Appeals
- Appeals
- Appeals
- Appeals
- Appeals

The Universal Service Administrative Company (USAC) is providing this information to both the applicant(s) and the service provider(s) so that all parties are aware of the post-commitment changes related to their funding requests and can work together to complete the funding process for these requests.

Next Steps



BEN Name: CARTERET COUNTY SCHOOL DIST
BEN: 127022
Post Commitment Wave: 61

**Attachment G-1
RFCDL Denial**

1. **File the FCC Form 486**, Service Confirmation and Children's Internet Protection Act (CIPA) Certification Form, for any FRNs included in this RFCDL, if you have not already done so. Please review the CIPA requirements and file the form(s).
 - o **If USAC approved funding on an FRN in your original FCDL**, the deadline to submit the FCC Form 486 is 120 days from the date of the original FCDL or from the service start date (whichever is later).
 - o **If a new FRN was created for this RFCDL or funding was not approved on an FRN in your original FCDL but is approved in this RFCDL**, the deadline to submit the FCC Form 486 is 120 days from the date of this RFCDL or from the service start date (whichever is later).
2. **Invoice USAC**, if you or your service provider have not already done so. Work with your service provider(s) to determine if your bills will be discounted or if you will request reimbursement from USAC after paying your bills in full.
 - **If you (the applicant) are invoicing USAC:** You must pay your service provider(s) the full cost for the services you receive and file the [FCC Form 472](#), the Billed Entity Applicant Reimbursement (BEAR) Form, to invoice USAC for reimbursement of the discounted amount.
 - **If your service provider(s) is invoicing USAC:** The service provider(s) must provide services, bill the applicant for the non-discounted share, and file the [FCC Form 474](#), the Service Provider Invoice (SPI) form, to invoice USAC for reimbursement for the discounted portion of costs. Every funding year, service providers must file an [FCC Form 473](#), the Service Provider Annual Certification Form, to be able to submit invoices and to receive disbursements.
 - **To receive an invoice deadline extension, the applicant or service provider** must request an extension on or before the last date to invoice. **If you anticipate, for any reason, that invoices cannot be filed on time**, USAC will grant a one-time, 120-day invoice deadline extension if timely requested.

How to Appeal or Request a Waiver of a Decision

You can appeal or request a waiver of a decision in this letter **within 60 calendar days** of the date of this letter. Failure to meet this deadline will result in an automatic dismissal of your appeal or waiver request.

Note: The Federal Communications Commission (FCC) will not accept appeals of USAC decisions that have not first been appealed to USAC. However, if you are seeking a waiver of E-rate program rules, you must submit your request to the FCC and not to USAC. USAC is not able to waive the E-rate program rules.

- **To submit your appeal to USAC**, visit the Appeals section in the [E-rate Productivity Center \(EPC\)](#) and provide the required information. USAC will reply to your appeal submissions to confirm receipt. Visit USAC's [website](#) for additional information on submitting an appeal to USAC, including step-by-step instructions.



BEN Name: CARTERET COUNTY SCHOOL DIST

BEN: 127022

Post Commitment Wave: 61

Attachment G-1

- **To request a waiver of the FCC's rules or appeal USAC's appeal decision**, please submit it to the FCC in proceeding number CC Docket No. 02-6 using the [Electronic Comment Filing System](#) (ECFS). Include your contact information, a statement that your filing is a waiver request, identifying information, the FCC rule(s) for which you are seeking a waiver, a full description of the relevant facts that you believe support your waiver request and any related relief, and any supporting documentation.

For appeals to USAC or to the FCC, be sure to keep a copy of your entire appeal, including any correspondence and documentation, and provide a copy to the affected service provider(s).

Obligation to Pay Non-Discount Portion

Applicants are required to pay the non-discount portion of the cost of the eligible products and/or services to their service providers. Service providers are required to bill applicants for the non-discount portion of costs for the eligible products and/or services. The FCC stated that requiring applicants to pay the non-discounted share of costs ensures efficiency and accountability in the program. If using the BEAR invoicing method, the applicant must pay the service provider in full (the non-discount plus discount portion) **before** seeking reimbursement from USAC. If using the SPI invoicing method, the service provider must first bill the applicant **before** invoicing USAC.

Notice on Rules and Funds Availability

The applicants' receipt of funding commitments is contingent on their compliance with all statutory, regulatory, and procedural requirements of the Schools and Libraries Program and the FCC's rules. Applicants who have received funding commitments continue to be subject to audits and other reviews that USAC and/or the FCC may undertake periodically to assure that funds that have been committed are being used in accordance with such requirements. USAC may be required to reduce or cancel funding commitments that were not issued in accordance with such requirements, whether due to action or inaction, including but not limited to that by USAC, the applicant, or the service provider. USAC, and other appropriate authorities (including but not limited to the FCC), may pursue enforcement actions and other means of recourse to collect improperly disbursed funds.



BEN Name: CARTERET COUNTY SCHOOL DIST

BEN: 127022

Post Commitment Wave: 61

Attachment G-1

Revised Funding Commitment Decision Overview

Funding Year 2016

Funding Request Number (FRN)	Service Provider Name	Request Type	Revised Committed	Review Status
1699103779	Encore Technology Group LLC	Appeals	\$35,232.16	Denied
1699103772	Encore Technology Group LLC	Appeals	\$82,431.95	Denied
1699103751	Encore Technology Group LLC	Appeals	\$29,961.41	Denied
1699103696	Encore Technology Group LLC	Appeals	\$49,393.12	Denied
1699103660	Encore Technology Group LLC	Appeals	\$3,216.06	Denied



BEN Name: CARTERET COUNTY SCHOOL DIST
BEN: 127022
Post Commitment Wave: 61

Attachment G-1

Post Commitment Request Number: 116500	Post Commitment Request Type: Appeals	Post Commitment Decision: Denied
--	---	--

FRN: 1699103779	Service Type: Internal Connections	Original Status: Funded	Revised Status: Funded
FCC Form 471: 161046170			

Dollars Committed			
Monthly Cost		One-Time Cost	
Months of Service	12		
Total Eligible Recurring Charges	\$0.00	Total Eligible One Time Charges	\$58,720.27
Total Pre-Discount Charges		\$58,720.27	
Discount Rate		60.00%	
Revised Committed Amount		\$35,232.16	

Dates	
Service Start Date	7/1/2016
Contract Expiration Date	3/17/2020
Contract Award Date	3/18/2015
Service Delivery Deadline	9/30/2017
Expiration Date (All Extensions)	3/17/2020

Service Provider and Contract Information	
Service Provider	Encore Technology Group LLC
SPIN (498ID)	143037152
Contract Number	NC10WIFI09
Account Number	NA
Establishing FCC Form 470	855450001286650

Consultant Information	
Consultant Name	
Consultant's Employer	
CRN	

Revised Funding Commitment Decision Comments:

Post Commitment Rationale:

FCC Rules related to the payment of support for discounted services establish deadlines for service providers to deliver services/products to the applicant. The FCC provides an extension of this deadline under certain conditions. Those conditions are documented in the USAC website at: <http://www.usac.org/sl/applicants/before-youre-done/delivery-extension.aspx>. Your request did not provide information that satisfied those conditions. Your appeal has not brought forth clear information establishing that those conditions were met but not considered. Therefore, your appeal is denied.



BEN Name: CARTERET COUNTY SCHOOL DIST
BEN: 127022
Post Commitment Wave: 61

Attachment G-1

Post Commitment Request Number: 116500	Post Commitment Request Type: Appeals	Post Commitment Decision: Denied
--	---	--

FRN: 1699103772	Service Type: Internal Connections	Original Status: Funded	Revised Status: Funded
FCC Form 471: 161046170			

Dollars Committed			
Monthly Cost		One-Time Cost	
Months of Service	12		
Total Eligible Recurring Charges	\$0.00	Total Eligible One Time Charges	\$137,386.58
Total Pre-Discount Charges		\$137,386.58	
Discount Rate		60.00%	
Revised Committed Amount		\$82,431.95	

Dates	
Service Start Date	7/1/2016
Contract Expiration Date	3/17/2020
Contract Award Date	3/18/2015
Service Delivery Deadline	9/30/2017
Expiration Date (All Extensions)	3/17/2020

Service Provider and Contract Information	
Service Provider	Encore Technology Group LLC
SPIN (498ID)	143037152
Contract Number	NC10WIFI09
Account Number	NA
Establishing FCC Form 470	855450001286650

Consultant Information	
Consultant Name	
Consultant's Employer	
CRN	

Revised Funding Commitment Decision Comments:

Post Commitment Rationale:

FCC Rules related to the payment of support for discounted services establish deadlines for service providers to deliver services/products to the applicant. The FCC provides an extension of this deadline under certain conditions. Those conditions are documented in the USAC website at: <http://www.usac.org/sl/applicants/before-youre-done/delivery-extension.aspx>. Your request did not provide information that satisfied those conditions. Your appeal has not brought forth clear information establishing that those conditions were met but not considered. Therefore, your appeal is denied.



BEN Name: CARTERET COUNTY SCHOOL DIST
BEN: 127022
Post Commitment Wave: 61

Attachment G-1

Post Commitment Request Number: 116500	Post Commitment Request Type: Appeals	Post Commitment Decision: Denied
--	---	--

FRN: 1699103751	Service Type: Internal Connections	Original Status: Funded	Revised Status: Funded
FCC Form 471: 161046170			

Dollars Committed			
Monthly Cost		One-Time Cost	
Months of Service	12		
Total Eligible Recurring Charges	\$0.00	Total Eligible One Time Charges	\$49,935.68
Total Pre-Discount Charges		\$49,935.68	
Discount Rate		60.00%	
Revised Committed Amount		\$29,961.41	

Dates	
Service Start Date	7/1/2016
Contract Expiration Date	3/17/2020
Contract Award Date	3/18/2015
Service Delivery Deadline	9/30/2017
Expiration Date (All Extensions)	3/17/2020

Service Provider and Contract Information	
Service Provider	Encore Technology Group LLC
SPIN (498ID)	143037152
Contract Number	NC10WIFI09
Account Number	NA
Establishing FCC Form 470	855450001286650

Consultant Information	
Consultant Name	
Consultant's Employer	
CRN	

Revised Funding Commitment Decision Comments:

Post Commitment Rationale:

FCC Rules related to the payment of support for discounted services establish deadlines for service providers to deliver services/products to the applicant. The FCC provides an extension of this deadline under certain conditions. Those conditions are documented in the USAC website at: <http://www.usac.org/sl/applicants/before-youre-done/delivery-extension.aspx>. Your request did not provide information that satisfied those conditions. Your appeal has not brought forth clear information establishing that those conditions were met but not considered. Therefore, your appeal is denied.



BEN Name: CARTERET COUNTY SCHOOL DIST
BEN: 127022
Post Commitment Wave: 61

Attachment G-1

Post Commitment Request Number: 116500	Post Commitment Request Type: Appeals	Post Commitment Decision: Denied
--	---	--

FRN: 1699103696	Service Type: Internal Connections	Original Status: Funded	Revised Status: Funded
FCC Form 471: 161046170			

Dollars Committed			
Monthly Cost		One-Time Cost	
Months of Service	12		
Total Eligible Recurring Charges	\$0.00	Total Eligible One Time Charges	\$82,321.87
Total Pre-Discount Charges		\$82,321.87	
Discount Rate		60.00%	
Revised Committed Amount		\$49,393.12	

Dates	
Service Start Date	7/1/2016
Contract Expiration Date	3/17/2020
Contract Award Date	3/18/2015
Service Delivery Deadline	9/30/2017
Expiration Date (All Extensions)	3/17/2020

Service Provider and Contract Information	
Service Provider	Encore Technology Group LLC
SPIN (498ID)	143037152
Contract Number	NC10WIFI09
Account Number	NA
Establishing FCC Form 470	855450001286650

Consultant Information	
Consultant Name	
Consultant's Employer	
CRN	

Revised Funding Commitment Decision Comments:

Post Commitment Rationale:

FCC Rules related to the payment of support for discounted services establish deadlines for service providers to deliver services/products to the applicant. The FCC provides an extension of this deadline under certain conditions. Those conditions are documented in the USAC website at: <http://www.usac.org/sl/applicants/before-youre-done/delivery-extension.aspx>. Your request did not provide information that satisfied those conditions. Your appeal has not brought forth clear information establishing that those conditions were met but not considered. Therefore, your appeal is denied.



BEN Name: CARTERET COUNTY SCHOOL DIST
BEN: 127022
Post Commitment Wave: 61

Attachment G-1

Post Commitment Request Number: 116500	Post Commitment Request Type: Appeals	Post Commitment Decision: Denied
--	---	--

FRN: 1699103660	Service Type: Internal Connections	Original Status: Funded	Revised Status: Funded
FCC Form 471: 161046170			

Dollars Committed			
Monthly Cost		One-Time Cost	
Months of Service	12		
Total Eligible Recurring Charges	\$0.00	Total Eligible One Time Charges	\$5,360.10
Total Pre-Discount Charges		\$5,360.10	
Discount Rate		60.00%	
Revised Committed Amount		\$3,216.06	

Dates	
Service Start Date	7/1/2016
Contract Expiration Date	3/17/2020
Contract Award Date	3/18/2015
Service Delivery Deadline	9/30/2017
Expiration Date (All Extensions)	3/17/2020

Service Provider and Contract Information	
Service Provider	Encore Technology Group LLC
SPIN (498ID)	143037152
Contract Number	NC10WIFI09
Account Number	NA
Establishing FCC Form 470	855450001286650

Consultant Information	
Consultant Name	
Consultant's Employer	
CRN	

Revised Funding Commitment Decision Comments:

Post Commitment Rationale:

FCC Rules related to the payment of support for discounted services establish deadlines for service providers to deliver services/products to the applicant. The FCC provides an extension of this deadline under certain conditions. Those conditions are documented in the USAC website at: <http://www.usac.org/sl/applicants/before-youre-done/delivery-extension.aspx>. Your request did not provide information that satisfied those conditions. Your appeal has not brought forth clear information establishing that those conditions were met but not considered. Therefore, your appeal is denied.

FCC Form 471 Category Two Review - #75451

Attachment H
Appeal #75451 filed by
USAC



Summary

Associated FRNs

News

Related Actions

In-Review

Outreach

Wave Ready

Committed

✓ Appeal Information

View Status (+)

Funding Year 2016

Submitting Organization CARTERET COUNTY SCHOOL DIST (BEN: 127022)

Created By USAC

Created On 10/10/2017 4:06 PM EDT

✓ Main Contact

Name wes.rinehart@carteretk12.org

Email wes.rinehart@carteretk12.org

Phone Number N/A

✓ Narrative

An appeal record has been created on your behalf due to a potential system error that may have impacted the funding amount for the submitted Category Two funding request.

✓ Appeal Details

**Decision
appealed by
applicant**

If you wish to modify or cancel your appeal, or, if you have any questions about your appeal, please contact the E-rate Program's Client Service Bureau (CSB) at (888) 203-8100.

[Records](#) / [Customer Service Cases](#)

#252725 - Carteret County Schools Appeal # 75451 Created by USAC

[REOPEN CASE](#)[Summary](#) [News](#) [Related Actions](#)

Attachment I

Case Details

Topic Appeals - Status Inquiry
Status Closed
Priority Medium
Inquiry Type Web

Created By Rebecca Martin
Created On 10/24/2018 11:11 AM EDT

Case Description

Description Appeal # 75451 shows in the appeals files. The description is not clear as to what this appeal is for. Asking for details and status, please. As State Coordinator, I am preparing an appeal to the FCC on a matter from 2016 funding year and need to know and understand what this appeal is for and where it stands prior to filing an FCC appeal.

Case Artifacts

Documents

Name	Uploaded By	Upload Date
Carteret Appeal Created by USAC 10-10-17	Rebecca Martin	10/24/18 11:11 AM

Attachments

Attachment	Attachment Type
No items available	


Case Thread

User	Note	Date
Rebecca Martin	I really did not receive a clear answer as to WHAT IS THIS APPEAL FOR? 4 of the FRN's associated with this case have been denied on a previously submitted appeal from Carteret County and there is a limited amount of time to submit an appeal to the FCC for service delivery deadline and invoicing extension. Before we submit an FCC appeal, we want to know WHAT IS THIS APPEAL FOR? Please find out. Thank you in advance for a clear reply. Rebecca Martin, NC State Coordinator	10/26/2018 11:31 AM EDT
USAC	Appeal #75451 is still in the review process. If additional information is needed, the Applicant will be contacted. We do not have an estimated completion date available at this time.	10/26/2018 11:25 AM EDT
USAC	Thank you for contacting USAC Client Service Bureau regarding Appeals. Appeal# 75451 was created due to a potential system error that may have impacted the funding amount for the submitted Category Two funding request for funding year 2016. I will escalate this appeal being that is still pending. There is no need for you to submit an appeal as USAC already did it on your behalf. If you have any questions Update this case or contact us at (888)-203-8100. Thank you, Sabrina Glover	10/25/2018 10:23 AM EDT

	Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100	
--	--	--

Case Contact

Case Contact Rebecca Martin



**Attachment I
CSB Case 252725**

Subject: RE: NC Coordinator Needs Assistance - CSB Doesn't Understand the Question
Date: Friday, October 26, 2018 at 2:28:48 PM Eastern Daylight Time
From: Inna Malashenok <Inna.Malashenok@usac.org>
To: Rebecca Martin <Rebecca.Martin@dpi.nc.gov>
Attachments: Post Commit Request - 72161 - CARTERET COUNTY SCHOOL DIST.xlsx, RFCDL Supplement (6).pdf, Entity Profile News.docx

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email to [Report Spam](#).

Attachment J

Hello Rebecca,

I will start with this is going to be a long e-mail and I'm sorry. I also broke down the various requests in bullets to help keep my own thoughts organized:

- **Case 252725** I just reviewed the case and I believe it was a slight oversight where the agent did not see that your appeal was submitted in 2017. This is not an excuse, and I will be speaking with the team this evening.
 - I have contacted our Appeals manager to see what is going on.
- **FCC Form 500:** It is located in the news section of the entities profile. I have attached a copy of the RFCDL and step-by-step instructions on where I found it. From all the records I can see the RFCDL was issued on 6/12/2018 not 3/28/2018.
 - I believe the 3/28/2018 date is a system hiccup so you should be able to file your appeal 60 days from 6/12/2018.
- **Case 239628:** The reason CSB requires screenshots is because our IT team requires I have a screenshots to explain various issues.
 - I am sorry if it appears that CSB does not believe you or requires proof of your claim. In reality our IT team requires a screen shot to understand the issue, and when I see the issue it is easier to explain what is going on.
 - I would love your opinion on how we could make this request more customer friendly. Do you think different language would help? Or having agents explain that IT requires a screenshot for all system related differences? Since I am in the weeds it can be difficult to see this practice as hurtful to the applicant/service provider community.
- **Appeal 116500** – The reason this appeal was denied was because USAC has guidance that Service delivery Deadline Extensions must be granted for the following reasons:
- Applicants may request a one-year extension to complete special construction and light the fiber (or use the self-provisioned network if another technology is employed), if the applicant can demonstrate that construction was unavoidably delayed due to weather or other reasons. Examples of circumstances that may be an unavoidable delay include:

- Unforeseen weather event or pattern resulting in saturated or frozen ground that prevents the work from occurring;
- Occurrence of a natural disaster;
- Scheduled delivery of required plant components does not arrive;
- USAC issues an FCDL too late for the applicant to complete special construction and light the associated fiber by the end of the funding year;
- Another unforeseeable, unavoidable event.

To obtain a one-year extension based on an unforeseen, unavoidable construction delay, applicants must submit an extension request to USAC before the end of the funding year (i.e., June 30).

- The Service Delivery Deadline rules can be found on the Fiber FAQs Question 7:
<https://www.usac.org/sl/about/faqs/faqs-fiber.aspx#general>

Next Steps:

- Appeal 116500 – if you disagree with this decision I highly recommend filing an appeal with the FCC to revisit the service delivery deadline extension language (See above FAQ Question 7). Be sure to provide sufficient proof and documentation to make your point very clear.
- Appeal 75451 – I have sent a strongly worded e-mail to our appeals team asking why in the world is appeal that was created by them is still in review after a full year.

Please let me know if you need more information on how to file a waiver with the FCC or if my e-mail is not clear.

Thank you,

Inna Malashenok
Schools and Libraries Program
Senior Program Analyst
202-423-2075 (ph)



**Attachment J
Email from Inna
Malashenok**

From: Rebecca Martin [mailto:Rebecca.Martin@dpi.nc.gov]
Sent: Friday, October 26, 2018 1:20 PM
To: Inna Malashenok <Inna.Malashenok@usac.org>
Subject: NC Coordinator Needs Assistance - CSB Doesn't Understand the Question

Hi Inna:

Recently we filed a CSB case # 252725 asking for the reason and a status for an appeal case for applicant Carteret County Schools BEN 127022, that was filed by USAC: # 75451.

The narrative in the appeal is vague and doesn't give any information as to what it is for or why it was filed. I received a "cut and paste" answer that was really a non-answer.

Here is the background as to why we need an answer right away:

Carteret County Schools has 4 FRN's for 2016 which were included on a Form 500 (# 72161) asking for service deadline extension / invoicing deadline extensions due to a late FCDL – they needed more time to install and invoice. Carteret received a denial RFCDL in their News Feed on 6/12/2018, but the date on the RFCDL was 3/28/18. On 3/28/18, there was nothing in their News Feed indicating a denial was issued. The same 4 FRN's are included on the USAC generated appeal # 75451.

On 7/5/18, a Client Service Bureau case # 239628 was submitted showing the “proof” of the lack of notification for 3/28/18, showing the notice was given on 6/12/18 even though the date on the document showed 3/28/18. The advice from CSB was to file an appeal.

So...an appeal was filed on 7/23/18 and was subsequently denied on 9/18/18.

At this point, we need to know what the USAC appeal is for – if it is for this same “glitch” and the appeal is already a USAC appeal, then we do not need to file an FCC appeal.
If it is not the same issue, then we need to immediately move forward to file the FCC appeal.

Can you help?

Rebecca Martin

State Coordinator and
E-rate Specialist: Piedmont Triad, Sandhills and Southeast Regions
NC Department of Public Instruction
6307 Mail Service Center
Raleigh, NC 27699-6307

PH: 303.304.4261
Rebecca.martin@dpi.nc.gov



Attachment J

Visit us on the web at www.ncpublicschools.org. All e-mail correspondence to and from this address is subject to the North Carolina Public Records Law, which may result in monitoring and disclosure to third parties, including law enforcement.

The information contained in this electronic communication and any attachments and links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have received this communication in error and that any use, dissemination, forwarding, printing or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.